Australian National University

Position Description

College/Division:	Services Portfolio
Faculty/School/Centre:	Information Technology Services
Department/Unit:	ITS
Position Title:	Desktop Support Officer (TechCon Project Officer)
Classification:	ANU Officer Grade 5/6 (IT)
Position No:	44136 & 44078
Responsible to:	Team Leader, Desktop Projects
Number of positions that report to this role:	Nil
Delegation(s) Assigned:	Nil

PURPOSE STATEMENT:

The Australian National University's information technology Division plays a critical role in enabling and supporting teaching, learning, research, and administration. Information Technology Services (ITS) provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University's information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure.

The Desktop Support Officer (TechCon Project Officer) provides technical support for the Technical Consolidation Project and the Network Remediation Project under the DICE Program including desktops, mobile devices and peripherals used by the University.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Desktop Support Officer (TechCon Project Officer) works under the general direction of the Team Lead, Desktop Projects. They have close working relationships with colleagues, other teams and staff within Information Technology Services and the ANU.

Role Statement:

Under the general direction of the Team Leader, Desktop Projects:

- Provide a proactive and responsive IT support service to staff and students including the diagnosis and resolution of hardware, software, and network related issues.
- Liaise with other Divisional and College staff, clients, and vendors to resolve problems and plan and deliver integrated IT support services.
- Assist in mentoring and development of team members engaged in IT service delivery.
- Participate in meetings, projects, training, professional development activities and planning in support of the team's goals.
- Write and maintain technical, operational and client facing documentation in support of IT service delivery.
- Provide scheduled out-of-hours' work from time to time as required.
- Comply with all ANU policies and procedures, and in particular those relating work, health and safety and equal opportunity.
- Other duties consistent with the classification of the position

SELECTION CRITERIA:

1. Excellent interpersonal and communication skills, including the ability to work collaboratively as a member of highly customer focused team and the ability to plan and prioritise work activities with competing priorities.
2. Demonstrated ability to deliver exceptional levels of customer services with the ability to take ownership and accountability for delivering the best outcome for the customer and to develop positive working relationships with staff at all levels within a large institution.
3. Demonstrated initiative to improve IT services and keep abreast of current and emerging technologies.
4. Demonstrated ability to write client facing and technical documentation.
5. Experience working in a service desk environment and/or desktop support area delivering information technology support services to clients, providing quality 1st and 2nd level technical support for Windows and Macintosh system users.
6. A current Driver's licence is highly desirable.
7. A demonstrated high-level of understanding of equal opportunity principles and occupational health and safety and a commitment to their application in a university context.

Note: It is a requirement of this position that the incumbent is physically fit and capable of moving items of moderate weight.

Employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position. All appointments are required to make relevant declarations to comply with the National Higher Education Code to Prevent and Respond to Gender-Based Violence.

Supervisor/Delegate Name:	Team Leader, Desktop Projects	**Date:**	

References:
Professional Staff Classification Descriptors
Minimum Standards for Academic Levels (MSAL)

Australian National University

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	ITS	**Dept/School/Section**	TechCon Project Officer
Position Title	Desktop Support Officer (TechCon Project Officer)	**Classification**	ANU Officer Grade 5/6 (IT)
Position No.	44136 / 44078	**Reference No.**	564053

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- This form must be completed by the supervisor of the position. Without this form jobs cannot be advertised.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System Handbook.
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- Information regarding reasonable workplace adjustments that may be required to enable an individual to fulfil the inherent requirements of their position is available at 2024_ANU Inherent Requirements Reference Table.pdf

Potential Hazards

Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	☒	☐	laboratory work	☐	☐
lifting, manual handling	☐	☒	work at heights	☐	☒
repetitive manual tasks	☐	☐	work in confined spaces	☐	☒
organizing events	☐	☐	noise / vibration	☐	☐
fieldwork & travel	☐	☐	electricity	☐	☐
driving a vehicle	☐	☐			
NON-IONIZING RADIATION			**IONIZING RADIATION**		
solar	☐	☐	gamma, x-rays	☐	☐
ultraviolet	☐	☐	beta particles	☐	☐
infra red	☐	☐	nuclear particles	☐	☐
laser	☐	☐			
radio frequency	☐	☐			
CHEMICALS			**BIOLOGICAL MATERIALS**		
hazardous substances	☐	☐	microbiological materials	☐	☐
allergens	☐	☐	potential biological allergens	☐	☐
cytotoxics	☐	☐	laboratory animals or insects	☐	☐
mutagens/teratogens/ carcinogens	☐	☐	clinical specimens, including blood	☐	☐
pesticides / herbicides	☐	☐	genetically-manipulated specimens	☐	☐
			immunisations	☐	☐

PSYCHOSOCIAL HAZARDS (please specify):

OTHER POTENTIAL HAZARDS (please specify):